

Amendments to the Claims

The listing of claims will replace all prior versions, and listings of claims in the application.

1. (Previously Presented) A method, comprising:

utilizing at least one generic software component to develop a specific voice application, including accessing in a development environment a generic dialog asset from a remote central repository via a remote repository interface;

deploying the specific voice application including the generic dialog asset in a deployment environment separate from the development environment, wherein the deployment environment includes an instance of the remote central repository; and

invoking in the deployment environment the generic dialog asset from the instance of the remote central repository.

2. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a voice gateway.

3. (Original) The method recited in Claim 1, wherein the deployment environment further comprises an application server.

4. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a dialog control component.

5. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a dialog component.

6. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a voice application services layer.

7. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a rules integration layer.

8. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a messaging layer.

9. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a voice services layer.

10. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a detail tracking layer.

11. (Original) The method recited in Claim 8, wherein the deployment environment further comprises an external system.

12. (Original) The method recited in Claim 2, wherein the voice gateway further comprises a voice interpreter.

13. (Original) The method recited in Claim 2, wherein the voice gateway further comprises a telephony interface.

14. (Original) The method recited in Claim 2, wherein the voice gateway further comprises a text-to-speech service.

15. (Original) The method recited in Claim 2, wherein the voice gateway further comprises an automatic speech recognition service.

16. (Original) The method recited in Claim 1, wherein:
utilizing one or more generic software components to develop a specific voice application further comprises utilizing one or more generic software components during a design phase to develop a specific voice application.

17. (Original) The method recited in Claim 16, wherein the design phase further comprises a dialog design phase.

18. (Original) The method recited in Claim 16, wherein the design phase further comprises a voice coding phase.

19. (Original) The method recited in Claim 16, wherein the design phase further comprises a rules definition phase.

20. (Original) The method recited in Claim 16, wherein the design phase further comprises a phase wherein custom prompts are generated.

21. (Original) The method recited in Claim 16, wherein the design phase further comprises a phase wherein custom grammars are developed.

22. (Original) The method recited in Claim 16, wherein the design phase further comprises a phase wherein standard prompts are utilized to generate the specific voice user interface.

23. (Original) The method recited in Claim 16, wherein the design phase further comprises a phase wherein standard grammars are used to generate the specific voice user interface.

24. (Original) The method recited in Claim 16, wherein the design phase further comprises a system test phase.

25-35. (Canceled)

36. (Previously Presented) The method recited in Claim 1, wherein invoking in the deployment environment includes streaming the generic dialog asset from the remote central repository.